

REQUEST FOR PROPOSALS

ISSUED BY:



**For Direct Service Provider (DSP) and
One-Stop Operator (OSO) for the
Bluegrass Local Workforce Development Area
and
Kentucky Career Center – Bluegrass**



RFP No: 01-0325

Release Date: 03/14/2025

Press Release: 03/14/2025

Public Ad: 03/16/2025

Anticipated Contract Start Date: 07/01/2025

Proposals Due: 04/30/2025

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1.0 INTRODUCTION

The Bluegrass Workforce Innovation Board (BGWIB) with the agreement of the Governing Board of Local Elected Officials (Governing Board) is issuing this Request for Proposals (RFP) to solicit proposals from private non-profit organizations, for-profit organizations, public agencies, social enterprise agencies, public or private institutions of education, and consortia of these organizations, to be the Direct Service Provider (DSP) and/or the One-Stop Operator (OSO) for the Kentucky Career Center - Bluegrass (KCC-B) and also to deliver, employer services, WIOA Adult/Dislocated Worker (ADW), and Youth programs, including Rapid Response and Trade services in these Centers. Funded proposals may also be awarded Rapid Response and other workforce funds. KCC-B locations will coordinate with other WIOA partners and will serve as an all-inclusive access point to education and training programs that provide demand-driven skills attainment, especially for individuals with barriers to employment.

** Proposing contractors may apply for Direct Service Provider, One-Stop Operator or both. Applicants are not required to apply for both.*

2.0 PROGRAM SERVICES

2.1 Outline of Services

If awarded a contract, proposing organization(s) will be required to perform the following duties at **each and every** KCC-B Center in the Bluegrass Local Workforce Area:

Direct Service Provider: 1) be the Center's DSP, delivering all WIOA adult and dislocated worker services; 2) deliver all WIOA youth services; 4) deliver employer services and 5) deliver Rapid Response, Trade and other workforce-related services for which the Bluegrass Local Workforce Development Area receives funding.

One-Stop Operator: 1) be the Center's OSO, coordinating workforce services delivered by partner agencies.

The Bluegrass Workforce Innovation Board (BGWIB) and the Executive Committee of the Governing Board of Local Elected Officials (Governing Board) has completed KCC-B designation for multiple locations. Other centers may be certified at a later time and currently designated centers will be recertified as required by state policy.

Services to be delivered must comply with WIOA (Public Law 112-128); the WIOA Final Rule (CFR 20 603-688); Department of Labor (DOL) Employment and Training Administration (ETA) Training and Employment Guidance Letters (TEGL) No. 15-16, 16-16 and 17-16; current and future Commonwealth of Kentucky directives; and all other applicable Federal, Commonwealth and local laws, regulations, policies and other requirements.

Federal laws, regulations, guidance and other information on WIOA can be found here: <https://www.doleta.gov/WIOA/>

The Office of Management and Budget's (OMB's) Guidance for Grants and Agreements can be viewed here: http://www.ecfr.gov/cgi-bin/text-idx?tpl=/ecfrbrowse/Title02/2cfr200_main_02.tpl

2.2 Funding Availability

Funds for delivery of One-Stop Operator and Direct Services Provider will be awarded to the successful service provider(s) responding to this RFP. The amount awarded will not include costs associated with rent, leases, participant training services or business services, which will be covered by the BG Administrator.

For the purposes of responding to this proposal, Proposers should develop a line-item budget to be labeled (Attachment A) showing all expected costs associated with delivering the proposed services.

Proposers shall be aware that funding for these programs is contingent upon the availability of Federal, State and local funds, and the resulting contract may be recommended for additional or reduced funding dependent on the estimated amount. The BGWIB and Governing Board may, through their authorized fiscal agent, negotiate modifications to ensure that all necessary requirements are met.

2.3 Grant Period

If awarded a contract, the initial contract term shall be from July 1, 2025 through June 30, 2026. The BGWIB and Governing Board reserve the right to continue contracting with the service provider for up to three additional years or through June 30, 2029. **Any entity failing to submit a proposal may not have another chance to compete for funding through June 30, 2029 unless a new request for proposal is issued.**

2.4 The Bluegrass Workforce Area

Geographically, the Bluegrass Region is one of ten WIB regions in Kentucky. It contains seventeen counties in Central Kentucky, including: Anderson, Bourbon, Boyle, Clark, Estill, Fayette, Franklin, Garrard, Harrison, Jessamine, Lincoln, Madison, Mercer, Nicholas, Powell, Scott and Woodford counties. The map below illustrates the size relative and location of these seventeen counties.



2.5 Operating Sites

Proposers are not required to have building(s) identified in their proposal. Funding allocations for rents and leases are not included in this RFP. The Bluegrass Local Workforce Development Area's fiscal agent (BG Administrator) will separately fund the cost of rent and leases.

2.6 Performance Based/Cost Reimbursement Contracts

The BG Administrator, acting with the approval of the BGWIB and Governing Board, shall enter into performance based or cost reimbursement contracts with the successful proposer at its option.

3.0 PROPOSER'S MINIMUM QUALIFICATIONS (Pass/Fail)

- 3.1** Proposers must establish how they will successfully provide all the services outlined in this RFP.
- 3.2** Proposers must meet specific criteria with regard to organizational capacity and have experience in providing workforce development services. Determining whether a Proposer satisfies these qualifications shall be at the discretion of the BGWIB and the Governing Board.
- 3.3** Proposers **must** have a minimum of two years of experience within the past five (5) years delivering public or social services.
- 3.4.** Proposer shall provide the status of any costs that have been disallowed by any state and/or federal agency within the last three (3) years. The Proposer must provide the name of the agency, the amount of the disallowed costs that are in dispute, the proposer's position as to the disputed disallowed costs, and the current status of any new review process and/or corrective action plan.
- 3.5** Proposer shall provide description of their customer service experience and evaluations on their efficacy and system for dealing with complaints and/or customer concerns.
- 3.6** Proposer provides evidence that acceptable accounting systems are in place.

4.0 OPTION TO REJECT PROPOSALS

The BGWIB or Governing Board may, at their sole discretion, reject any or all proposals submitted in response to this RFP or may amend or cancel the RFP in its entirety. Neither the BGWIB nor the Governing Board shall be liable for any costs incurred by the Proposer in connection with the preparation and submission of any proposal.

5.0 RIGHT TO AMEND THE REQUEST FOR PROPOSALS

The BG Administrator, acting with the approval of the BGWIB and Governing Board, has the right to amend the RFP.

6.0 PROTEST/APPEAL PROCESS

- 6.1** Any Proposer may request review of a disqualification or of a proposed contract award under this RFP.
- 6.2** Appeals/Complaints: Applicants have the right to appeal any action or decision related to this RFP. Appeals will be reviewed and investigated by the BGWIB and Governing Board, in accordance with Board policy and by-laws. The decision of the BGWIB and Governing Board in such situations shall be final.

7.0 CONFLICT OF INTEREST

In accordance with 29 U.S.C.A. §3151(d)(4)(A)-(C), the local boards shall ensure that in carrying out activities under this title, One-Stop Operators—

- (A) disclose any potential conflicts of interest arising from the relationships of the operators with particular training service providers or other services providers;
- (B) do not establish practices that create disincentives to providing services to individuals with barriers to employment who may require longer-term services, such as intensive employment, training, and education services; and
- (C) comply with Federal regulations, and procurement policies, relating to the calculation and use of profits.

The BGWIB, with the agreement of the Governing Board via WIOA Policy Number 15-002, Section 3 is proceeding with the RFP process and will expect the selected provider to accommodate the implications of the federal regulatory advisories when released in final form.

8.0 TRUTH AND ACCURACY OF REPRESENTATIONS

False, misleading, incomplete, or deceptively unresponsive statements in connection with a proposal shall be sufficient cause for rejection of the proposal. All proposals shall be firm and final offers and may not be withdrawn for a period of one hundred eighty (180) days following the final proposal submission date.

9.0 RFP TIMETABLE

The timetable for this RFP is as follows:

Original release of RFP: 03/14/2025

Press Release of RFP 03/14/2025

Public Advertisement announcing release of RFP: 03/14/2025

Written Questions Due: 03/21/2025

Posting of Final Questions and Answers: 03/28/2025

Proposals due by: 04/30/2025 by 4:30pm

Evaluation Panel Review: 05/07/2025

Notification of Contract Recommendation: 05/30/2025

Contract and Services Begin: 07/01/2025

10.0 PROPOSER'S QUESTIONS

- 10.1** Proposers may submit questions regarding this RFP by e-mail to the individual identified below. All questions must be received by **March 21, 2025**. All questions, without identifying the submitting company, will be compiled with the appropriate answers and posted under the Q&A Section of the Request for Proposal Page at www.bgwib.com no later than **March 28, 2025**.
- 10.2** When submitting questions, please specify: 1) RFP section number, 2) paragraph number, 3) page number and 4) quote the language that prompted the question. This will ensure that the section can be quickly found in the RFP.
- 10.3** All questions should be submitted to:

<p style="text-align: center;">Tiffanie Reeves Director of Workforce Services Email: treeves@bgadd.org</p>

11.0 PREPARING THE PROPOSAL IN RESPONSE TO THE RFP

- 11.1** Proposers shall submit:
- 11.1.1** An Executive Summary including a brief summary of the Proposer's vision, mission, approach, experience, and staffing.
 - 11.1.2** A narrative detailing Proposer's qualifications and the proposed services and outcomes, to include a record of past performance(s) with WIOA (or similar program).
 - 11.1.3** Documents establishing financial history, including documentation that proposer is up-to-date on taxes (income, annual state and federal, payroll tax, etc.), including a copy of two years of the most recent audited financial history and CPA review and the proposer's Comprehensive Annual Financial Report (CAFR).
 - 11.1.4** A proposed budget (Attachment A) and narrative, which may include: personnel costs, operational expenses, direct expenses, and other estimated costs, but does not include lease costs, cost for participant training, or business services. Proposer's budget is adequate for the scope of work presented in the RFP.
 - 11.1.5** A certificate of insurance for comprehensive general public liability insurance with combined single limit coverage of at least \$1,000,000 and Workers Compensation Insurance.
 - 11.1.6** An indirect cost rate agreement or a cost allocation plan that has been approved by a federal or state cognizant agency, if applicable.

- 11.1.7** A DUNS number and a written statement that they have not been debarred from participation in government contracting.
- 11.1.8** Documentation of the Proposer's registration under Kentucky's Secretary of State's office.
- 11.2** One (1) original and four (4) complete and numbered copies shall be submitted plus one (1) thumb drive with the proposal in PDF format. Submissions should be mailed to:

Bluegrass Area Development District c/o Tiffanie Reeves 699 Perimeter Drive Lexington, KY 40517
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- 11.3** Proposals shall be typed (on 8 ½" by 11" paper), single-spaced between each line and double-spaced between paragraphs, with margins set at 1.0 inch on each side, and a standard eleven (11) point Arial font. *Note: Charts, tables, graphics may be in a font no smaller than 8-pt and must be legible when printed.*

12.0 PROPOSAL FORMAT

Required proposal content is as follows:

- Cover Page (Minimum of: Subject, Date, Organization Applying and Copy Number)
- Table of Contents
- Section A (Executive Summary)
- Section B (Proposer's Qualifications)
- Section C (Service Delivery Plan)
- Section D (Quality Control Plan)
- Section E (Budget)

12.1 Executive Summary – Two (2) pages maximum

Executive summary shall contain: 1) mission/vision statement, 2) a brief history of the organization, indicate the number of years in operation and 3) indicate expertise in providing workforce services, include organization type (example: non-profit, for-profit or public/government).

12.2 Proposer's Qualifications – Two (2) page maximum

The Proposer shall demonstrate that it has the financial and administrative experience in managing multiple federal, state, and/or private funding sources. Provide references to substantiate qualifications. It is the Proposer's responsibility to ensure that the reference's name, point of contact's name, title phone number, and email address are accurate. The review panel reserves

the option to contact references by telephone, mail, or e-mail to ascertain Proposer's qualifications and accountability. Page maximum does not include two years of the most recent audited financial history and CPA review and the proposer's Comprehensive Annual Financial Report (CAFR).

12.3 Proposer's Service Delivery Plan - Twenty (20) pages maximum

12.3.1 Staffing: Proposer should identify a reasonable plan for staffing. Include resumes of current staff and/or titles with job descriptions for any new positions that will be filled.

- *The Proposer shall give first consideration to hiring staff who currently deliver adult, dislocated worker and youth services and whom are now employed by the current contractor. The Proposer shall, when feasible, provide comparable compensation to any staff now employed by the contractor who currently delivers adult, dislocated worker and youth services that are offered employment. (A list of current locations and staff are available upon request.)*
- *The hiring of any positions should include a member of the board support staff.*

12.3.2 Organization: Proposer must provide an organization chart that will show how One-Stop operations will be included. The chart should include whether current or newly hired staff will be providing the services and should be satisfactory to meet Kentucky Career Center-Bluegrass needs, including the logistics of workflow through the KCC-B.

12.3.3 Integrated Service Delivery: *(Pertaining to: Career Center Direct Service Staff)* Proposer should describe how integration with all required and other workforce partners will be done and include an explanation on the integrated service delivery model. Additional consideration will be given for work with partners who are electronically present in the career center. Additional consideration will be given for work with partners who are electronically present in the career center.

12.3.4 Staff Training: Proposers should include a training outline showing a plan to ensure that staff members are well trained and prepared to implement integrated service delivery.

12.3.5 Oversight and Collaboration: Proposer should describe technological methods and needs in order to assume operation oversight, as well as, how they will ensure all partner agencies are collaborating in the implementation of the partner programs, include information regarding knowledge of team-based case management as well as experience in developing and delivering technical assistance.

12.3.6 Leadership: Description should also include how the proposer will take ownership/leadership in ensuring all partners are contributing to the KCC, both financially as well as through other resources and staff

time. Describe in detail how you will meet all the requirements of the One-Stop Operator, including ensuring the maintenance and oversight of the One-Stop Delivery System Memorandum of Understanding and Infrastructure Agreement as well as timely reconciliation. Refer to USDOL TEGL 15-16.

12.3.7 Staff Training: (*Pertaining to: One-Stop Operator*) Proposer should provide a description on both training for the One-Stop Operator staff and/or cross-training for the partner-program staff by One-Stop Operator. Capacity-building experience would be relevant to this description.

12.3.8 Method for Outreach: Describe the methodology for partner programs that will be brought together to ensure adequate outreach of the KCC-B and demonstrate a thorough understanding of target populations (such as: such as veterans, displaced workers, individuals with disabilities, and TANF recipients, urban and rural individuals). Provide a complete overview of delivery from outreach to program exit. Responses should be complete, specific, and as quantifiable as possible. (Refer to USDOL TEGL 16-16.)

12.3.9 Delivery of Services: Describe how workforce services will be delivered to jobseekers and businesses, including services provided to incumbent workers, and any plans or experiences in Rapid Response and Lay-off Aversion Services. Proposer's service delivery/program design model should include detailed information on how model correlates to proposed outcomes.

12.3.10 Target Sectors: Describe how workforce services will target the following critical sectors: 1) Advanced Manufacturing, 2) Childcare/Education, 3) Construction, 4) Healthcare, 5) Information Technology, 6) Transportation, Distribution, and Logistics.

12.3.11 Performance Objectives: Describe how the Proposer intends to ensure that all performance objectives are met. Please include strategies to monitor progress on performance metrics, descriptions of types of reports to be used, and procedures for following up with participants.

12.3.12 Data and Validation: Proposer should recommend outcome measures that effectively capture and evaluate their efficacy and system effectiveness. This response should also include proposed data collection and validation methodology as well as a proposed reporting method, ensuring that customer satisfaction is measured and evaluated.

12.3.13 Reporting Process: Proposer should describe existing data and reporting system process, include how performance goals on a recurring basis will be tracked and evaluated. Proposer must demonstrate an ability to ensure and maintain data integrity.

12.3.14 Compliance: Proposers should discuss how they will comply with all federal, state and local policies and regulations, as well as provide oversight to ensure that all partner agencies are in compliance.

12.3.15 Community Partners: Describe the educational and community partnerships you will leverage to ensure you are reaching businesses, job seekers and youth.

12.3.16 Adaptability: Proposer should discuss capacity to adapt to growth and expansion in cases of future service and/or serving additional populations, and the extent to which their experience demonstrates adaptability and flexibility as requirements change and new opportunities arise. Proposer should identify resources held that can be utilized to improve or expand on the workforce system.

12.3.17 Billing and Invoicing: Proposer should describe how accounting records are maintained. The Proposer describes how the overall financial management system will ensure effective control over and accountability for all funds received, including reconciliation process. Proposer should describe how accounting records such as timesheets and invoices are submitted.

12.3.18 Monitoring and Audits: Proposer must identify how accounting records shall be submitted for examination as part of an audit including delivery of records to BGADD upon request for monitoring purposes.

12.4 Proposer's Quality Control Plan (Two (2) pages maximum)

12.4.1 Proposer should describe the Quality Control Plan to be utilized as a self-monitoring tool to ensure that services are provided in accordance with all requirements and to ensure that there is a "firewall" in place between the OSO function (service coordination across all workforce partners) and WIOA service delivery. Refer to USDOL TEGL 15-16.

12.4.2 Proposer should discuss how they will comply with all federal, state and local policies and regulations, as well

12.5 Budget (Attachment A)

The budget must contain cost detail and demonstrate that costs are realistic and allowable. The budget must include a narrative providing a clear explanation of each line item, including an explanation of the methods of allocating costs for any joint or shared budget item. All proposals must have a Personnel Schedule attached to the budget that clearly indicates the positions, salaries and fringe benefits to be charged to this grant. All budget proposals should include in total: 1) personnel costs, 2) operational costs, 3) direct expenses, 4) other estimated costs. Also include an organizational chart showing how top management connects with line staff and service delivery.

13.0 PROPOSAL SUBMISSION

It is the sole responsibility of the submitting Proposer to ensure that its proposal is received before the submission deadline. Submitting Proposers shall bear all risks associated with delays in delivery by any person or entity, including the U.S. Mail. Any proposals received after the scheduled closing date and time for receipt of proposals will not be accepted.

14.0 EVALUATION AND SELECTION

14.1 Evaluation Process:

14.1.1 Executive Summary - Five (5) points

The proposer will be evaluated on its mission statement, the number of years in operation, experience providing workforce services, and financial track record for federal and/or state grants that includes required information pertaining to any disallowed costs for the past three years.

14.1.2 Proposer's Qualifications –Ten (10) points

The proposer will be evaluated on the verification of references provided and financial capabilities.

14.1.3 Proposer's Service Delivery Plan – Fifty (40) points

The Proposer will be evaluated on the fourteen questions in section 12.3, above regarding the technical and programmatic capabilities and service delivery. Is the proposed service delivery model relevant to the mission and objectives of the Kentucky Career Center partner programs? Does the service delivery model correlate to the proposed outcomes?

14.1.4 Quality Control Plan - Ten (10) points

The proposer's Quality Control Plan will be evaluated.

14.1.5 Budget Evaluation - Twenty-Five (25) points

Are the costs in the budget clear, realistic and allowable? Are the costs reasonable relative to the services promised in the rest of the proposal?

14.1.6 Experience with Bluegrass unique service area. Ten (10) points

The Proposer will be evaluated on service experience in the Bluegrass area. Does the Proposer have a history of providing services in central Kentucky, especially the Bluegrass area? Do they have a positive and established partnership with entities to provide services to unique and difficult to reach areas?

14.2 Selection Process

After proposals are scored, a recommendation will be submitted to the BGWIB. The BGWIB will then make a decision which is subject to review and approval by the Governing Board. Once the BGWIB and Governing Board have agreed upon contractor selection, the BG Administrator will negotiate and execute a contract as directed by the BGWIB and the Governing Board.